# Important Telephone Numbers

The Wisconsin Medicaid Eligibility Verification System (EVS) is available through the following resources to verify checkwrite information, claim status, prior authorization status, provider certification, and/or recipient eligibility.

| Service | Information available | Telephone number | Hours |
|---|---|---|---|
| **Automated Voice Response (AVR) System** (Computerized voice response to provider inquiries.) | Checkwrite Information Claim Status Prior Authorization Status Recipient Eligibility* | (800) 947-3544 (608) 221-4247 (Madison area) | 24 hours a day/ 7 days a week |
| **Personal Computer Software and Magnetic Stripe Card Readers** | Recipient Eligibility* | Refer to Provider Resources section of the All-Provider Handbook for a list of commercial eligibility verification vendors. | 24 hours a day/ 7 days a week |
| **Provider Services** (Correspondents assist with questions.) | Checkwrite Information Claim Status Prior Authorization Status Provider Certification Recipient Eligibility* | (800) 947-9627 (608) 221-9883 | Policy/Billing and Eligibility: 8:30 a.m. - 4:30 p.m. (M, W-F) 9:30 a.m. - 4:30 p.m. (T) Pharmacy: 8:30 a.m. - 6:00 p.m. (M, W-F) 9:30 a.m. - 6:00 p.m. (T) |
| **Direct Information Access Line with Updates for Providers (Dial-Up)** (Software communications package and modem.) | Checkwrite Information Claim Status Prior Authorization Status Recipient Eligibility* | Call (608) 221-4746 for more information. | 7:00 a.m. - 6:00 p.m. (M-F) |
| **Recipient Services** (Recipients or persons calling on behalf of recipients only.) | Recipient Eligibility Medicaid-Certified Providers General Medicaid Information | (800) 362-3002 (608) 221-5720 | 7:30 a.m. - 5:00 p.m. (M-F) |

* Please use the information exactly as it appears on the recipient's identification card or the EVS to complete the patient information section on claims and other documentation. Recipient eligibility information available through the EVS includes:
  - Dates of eligibility.
  - Medicaid managed care program name and telephone number.
  - Privately purchased managed care or other commercial health insurance coverage.
  - Medicare coverage.
  - Lock-In Program status.
  - Limited benefit information.